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09/722,500	11/28/2000	Michael Stumm	2664.16	5562

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PATENT ADMINISTRATOR
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EXAMINER

NGUYEN, QUYNH H

ART UNIT	PAPER NUMBER
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2614

DATE MAILED: 07/13/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

DETAILED ACTION

This office action is a Non-Final. The previous Non-final office action mailed 11/4/04 withdraws.

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 103

2. Claims 1-11, 17-26, 32-35, 39-45, 49-52, and 54-56 are rejected under 35 U.S.C. 103(a) as being unpatentable over WO 00/41406 in view of Huang et al. (U.S. Patent 6,577,726).

Regarding claim 1, Willehadson teaches the steps of: a network for carrying communications between subscribers (Abstract, line 1 and Fig. 4, Agent-A 400 and Agent-B 410); a plurality of terminal agents (Agent-A 400, Agent-B 410) executing on the network, terminal agent for managing communications with that terminal according to that terminal's capabilities (page 4, lines 14-18); a plurality of subscriber agents ("profile") executing on the network (Fig. 4, N1-N5), such that for each subscriber there is at least one uniquely associated subscriber agent, each said subscriber agent being configurable to point to at least one of said terminal agents such as: Telephone 440, Fax 445, Terminal 450, Mobile 455, and Pager 460, such that a subscriber can establish a communication over said network from a terminal associated with a terminal

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agent pointed to by that subscriber's subscriber agent (page 3, lines 6-18, Fig. 5, and page 10, lines 1-15). Furthermore, in Figure 4, Willeheadson teaches that Agent-A represents one terminal, for example, Telephone 425 associated with Agent-A or Fax 430 associated with Agent-A or Terminal 435 associated with Agent-A; and Telephone 425 is not associated with Agent-B nor Fax 430 nor Terminal 435.

Willeheadson does not explicitly suggest that each terminal is associated, on a one-to-one basis, with a corresponding terminal agent.

Huang et al. teaches each terminal (Fig. 1, CTI terminals, 11, 12, 13) is associated, on a one-to-one basis, with a corresponding terminal agent (CTI enabled teletset).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Huang into the teachings of Willeheadson for security purposes. For example, each agent would need a unique login ID and password in order to access the CTI features from any CTI enabled teletset, as discussed by Huang (col. 1, lines 36-61). Also, it would have been obvious to assign only one agent to each one terminal. For example, an agent for telephone 425, an agent for Fax 430, and so on. This is beneficial for large companies that may want their agents specialized in one type of service only. For example, a person with a strong accent may be assigned to handle fax terminal only (no telephone).

Claim 2 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Willehadson teaches computer software/agent designed to perform action automatically for the users. However, Willehadson does not specifically

suggest subscriber line interfaces for connection to the terminals, a network interface for connection to the network; a controller interconnecting the subscriber line interfaces and the network, the controller being operable to execute the terminal agents and the subscriber agents. In any network system, there exist at least an interface for connection to different devices. Therefore because Willehadson teaches pluralities of devices such as Telephone, Fax, Terminal, Pager, and Mobile; and networks N1-N5, it would have been obvious that every device would connect to a network via an interface.

Regarding claims 3-9, 18-24, and 39-45 Willehadson teaches the terminal is a telephone 425, a telephone having a graphical display (page 10, lines 6-8), a wireless telephone/mobile 455, and a pager 460. However, Willehadson does not suggest a personal digital assistant, a voicemail server, a personal computer, and a point-of-purchase terminal. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the mentioned above terminals in Willehadson's system in order to have a terminal agents that associated with wide variety of terminals.

Regarding claims 10, 11, 25, and 26, Willehadson teaches the network is the PSTN ("network N1"), the Internet/packet switched data network N3.

Claim 17 is rejected for the same reasons as discussed above with respect to claims 1 and 2. Furthermore, Willehadson teaches a software structure executable ("software agent").

Claim 32 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Willehadson teaches the steps of: receiving a request to

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establish the call with the subscriber ("user A sends a request to his agent indicates that he wants to communicate with user B"); connecting the call ("user B accept the call") to the terminal associated with the selected terminal agent based upon behavior criteria with which said subscriber agent is programmed (page 5, lines 9-15).

Claim 33 is rejected for the same reasons as discussed above with respect to claim 32. Furthermore, Willehadson teaches if the restrictions permit use of the terminal by the subscriber ("profile of whereabouts 110 TIME and PRIORITIES"), then modifying a subscriber agent uniquely associated with the identified subscriber so that it points to the terminal agent (page 7, lines 20-25).

Regarding claim 34, Willehadson teaches the screening lists 115 are used together with the profile 110 ("subscriber agent") in call screening ("calling features") (page 7, lines 14-19).

Claim 35 is rejected for the same reasons as discussed above with respect to claims 1, 33, and 34.

Regarding claim 49, Willehadson teaches the subscriber is an individual ("user A or user B").

Regarding claims 50-52, and 54-56, Willehadson teaches the subscribers are two parties (Abstract, line 1), therefore, it would have been obvious the parties are groups of persons wherein the group is a corporation, a technical assistance center, a collection of network operators, or a '911' call center. Furthermore, an agent can extend to a group of agents or a technical assistance center/call center.

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3. Claims 12-16, 27-31, 46-48, 59, and 60 are rejected under 35 U.S.C. 103(a) as being unpatentable over WO 00/41406 in view of Huang et al. (U.S. Patent 6,577,726) and further in view of Sheinbein (U.S. Patent 4,277,649).

Regarding claims 12-16, 27-31, 46-48, 59 and 60, Willehadson and Huang do not teach the subscriber agent includes the subscriber's name, subscriber's telephone number, a set of calling features are accessible by the subscriber include at least one of caller-id, call waiting, speed calling, call privacy, visual call waiting, and call forwarding.

Sheinbein discloses a method and apparatus for screening incoming telephone calls by using switching office 100 that comprises a central processor 108. The system provides customized treatment based on the identity of the calling line ("caller ID which includes subscriber's name").

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the features of providing customized treatment based on the caller ID, as taught by Sheinbein, in Willehadson's and Huang's systems for the purposes of having the subscriber agent with a profile containing subscriber's information. The advantage of having the subscriber agent with a profile that having subscriber's information is when a subscriber agent points to a different terminal agent that associated with a particular terminal, all calling features in the subscriber profile are accessible by this newly pointed terminal.

Response to Arguments

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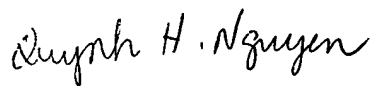
4. Applicant's arguments with respect to claims 1-35, 39-52, 54-56, and 59-60 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 571-272-7489. The examiner can normally be reached on Monday - Thursday from 6:15 A.M. to 5:45 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Wing Chan, can be reached on 571-272-7493. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



Quynh H. Nguyen
Patent Examiner
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